

CHAPTER 7, SECTION B

B. CUSTOMER SERVICE.

1. TASK - Voucher Certification.

Each certifying officer is appointed in writing by the OPLOC, DFAS-XX/F, appointment letters are signed stating associates' responsibility and liability to the account holder in accordance with AFR 177-101 chapter 6, paragraph 6-28 and AFR 177-16.

a. OPLOC:

(1) Accounts Payable Branch provides assembled payment vouchers (e.g., for partial payments - for complete or final payments - pull all documentation from contract folder and attach to voucher). Vouchers will be provided from various teams which will be by voucher number sequence within contract designation prior to giving vouchers to certifiers.

(2) The certifying officer reviews the payment voucher for completeness in accordance with AFR 177-102. Contract files are required only in situations where there are questionable aspects of the payment, paying particular attention to:

(a) Ensure "Remit To" address is same as the contract (invoice, contract, and payment voucher).

(b) Payment/Discount Terms.

(c) Dates (invoice, invoice received, and receiving report).

(d) Dollar Amounts.

(e) Contract number and contract match invoice and DOV.

(f) Accounting Classification.

(g) Invoice number and invoice.

(h) Receiving report, if required.

(i) Freight.

(j) Premium Freight:

1 Medical stock fund contracts, ensure charges are paid by O&M funds.

2 Ensure premium freight is authorized on contractual document.

(k) First and final payments.

(l) Interest Computations (for manually prepared payments).

(m) Effect of modification on payment date.

(3) Certifier returns any voucher with annotated discrepancies to Accounts Payable Branch for correction prior to IPC End of Day. If minor discrepancies can be corrected via pen and ink changes, the certifier changes and initials.

(4) ★Use of the Consolidated Voucher Certification Sheets (optional). Certifiers sign only for the vouchers they actually review. Certification on individual SF 1034 is then no longer required in accordance with AFM 177-390, volume III, chapter 14, 14.3.3g(7), figure 14.14. All voided vouchers must be clearly shown of the form. It is recommended that individual certifying officers use their personal stamp to stamp their own signature block on the Voucher certification sheet.

(5) Ensure certified vouchers are stored in a secure area and/or container until delivered to Disbursing Division.

(6) ★Certifying officials must not be assigned any data entry functions within Vendor Pay. Their IAPS access must be limited to inquiry only. User ID assignment for inquiry access only should be assigned to all voucher certifiers. Use IAPS on an inquiry only basis to answer customer/vendor questions. Include a paragraph in the certifying appointment letter stating the certifier agrees to the above restrictions.

b. FSO:

Vendor contract payments made by the FSO are only authorized for emergency/mission essential requirements (i.e. shut off of critical services is eminent and payment must be made prior to the service being discontinued, or congressional or high level Air Force involvement).

(1) The certifying officer reviews payment voucher for completeness in accordance with AFR 177-102, paying particular attention to:

(a) Ensure "Remit To" address is valid.

(b) Payment Terms.

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- (c) Dates (invoice, invoice received, and receiving report).
- (d) Dollar Amounts.
- (e) Document Identification.
- (f) Accounting Classification.
- (g) Invoice number and invoice.
- (h) Receiving report, if required.
- (i) Documentation to support payment.

(2) Approval to create a manual payment must be obtained from the OPLOC, DFAS-XX/F, Deputy Director for Finance or their designee, usually the Chief of Vendor Pay.

(3) Liaison office is required to immediately DataFax a copy of the complete voucher and supporting documents to the OPLOC, Recon and Reports section (DFAS-XX/FPR) for all manual payments.

(4) Accounting Liaison prepares, assembles, certifies, and assigns voucher number to manually (Smx voucher series, x assigned by the OPLOC) prepared payment vouchers. Hand carry voucher to cashier's cage for check preparation.

(5) A duplicate retained paid voucher copy file is maintained within Accounting Liaison.

c. ANG/Rome Lab:

Not applicable.

2. Task - Voided Voucher Processing.

a. OPLOC:

(1) ★If the certifying officer determines that payment should be VOIDED, reasons are clearly annotated on a locally developed void worksheet/memorandum and initialed. A voucher copy and memorandum is given to Data Entry. Vouchers to be VOIDED are then voided within IAPS prior to the established time for IPC check processing. Corrective actions should be taken prior to the next IAPS end-of day. Customer Service certifiers retain a copy of the annotated voided voucher worksheet for

turn in with original documents to Disbursing. For large dollar amounts that involve voided vouchers pertaining to FMS, contact DFAS-DE/IRCI for guidance.

(2) Accounts Payable Branch is responsible for input of voided vouchers and returning the VOID memorandum back to Customer Service. Processing of voids must be accomplished prior to Disbursing running checks. This must be a closely coordinated action. Customer Service is responsible for ensuring all voids are identified to allow for enough processing time by Data Entry.

b. FSO:

Any manually prepared voucher that needs to be voided must be coordinated with the FSO's deputy disbursing officer. The original voided voucher must still be submitted with the monthly voucher package to the DFAS-Denver Center.

3. TASK - Provide Customer Service.

a. OPLOC:

(1) Answer all customer inquiries including telephonic, letters, congressionals, FAXs, contracting offices, etc.

(2) Research all inquiries for non-receipt of checks and initiate all required documentation.

(3) If corrective action is required based on results of customer inquiries, notify appropriate Vendor Pay Branch.

(4) Provide guidance and interpretation of rules, regulations, and policies for Vendor Pay Branch. Interpret and apply all Vendor Pay policy and procedural issues and disseminate information and changes to all branch associates.

(5) File all written correspondence with contract. Make contract annotations using the IAPS Contract Comments screen to fullest extent possible to keep record of action taken such as requests for replacement checks.

(6) Respond to inquiries from FSOs, base resource managers when FSO is unable to provide necessary information, military/civilian customers, and commercial vendors. Communicate with appropriate branch for problem resolution. Specific individuals will be identified to assist specific bases as a measurement of sound customer service policy. Designation will be left to local OPLOC management.

(7) Answer Customer Service inquiries within 24 hours by close of business the next business day.

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(8) Maintain Publications Library and reference material as needed.

b. FSO:

(1) Answer all base customer inquiries to the best of their ability. Forward all vendor inquiries to OPLOC. Installation resource advisors should be advised to make local contacts first before contacting the OPLOCs. All research tools should be used to assist customers, such as PAPERVIEW, and IAPS Optional Products that greatly assist in problem resolution.

(2) Perform Accounting Liaison Functions as follows:

(a) Liaison between OPLOC and Base level activities (daily).

(b) ★Develop schedules and distribute necessary computer products to base customers such as QLP retrievals as necessary for base level personnel (as required).

(c) Take the lead in resolving open commitments well in advance of fiscal year end and assist OPLOC with EOY close-out as deemed necessary by OPLOC and base level Comptroller (as required).

(d) Validate address coding requirements with the local FMA and create PSR/FSR address (as required).

(e) Maintain and perform fund certification authorizations (daily).

NOTE: Fund certification appointments must be approved by the Financial Services Officer. Upon PCS, retirement separation, etc., this authorization is canceled. Authorizations are reaccomplished upon change of FSO.

(f) ★Coordinate and input all fund target changes to ensure proper funding and to avoid rejected commitment transactions (as required).

(g) Separate and distribute IAPS output products and file copies of products (daily). Perform necessary validations and distribution of receiving report request letters.

(3) If corrective action is required based on results of customer inquiries, contact Customer Service Branch at the OPLOC.

(4) Provide guidance and interpretation of rules, regulations, and policies to base organizations.

(5) Respond to inquiries from base resource advisors and OPLOC concerning commitments. Communicate with Customer Service at OPLOC, if necessary, for problem resolution.

(6) Answer Customer Service inquiries within two work days.

(7) Maintain Publications Library and reference material as needed.

c. ANG/Rome Lab:

★ Same as FSO except for paragraph b (2)(f) above.

4. TASK - PSR/FSR Assignments.

a. OPLOC:

(1) BCAS interfaced contracts that reject, citing For-Others appropriations, need to be coordinated with the FSO. Assignment of X-PSRs is a joint effort with the FSO. All contracts which cite a for-others appropriation but are paid at the servicing OPLOC, should be monitored for receipt of hard copy when record appears on BCAS reject listing.

(2) ★ Whenever a For-Others/open allotment MAFR error is identified, Recon and Reports Branch will correct both the MAFR error and also correct the X-PSR in the IAPS Base Variable File to prevent recurrence of errors. This should be done if the X-PSR was loaded incorrectly in IAPS.

b. FSO:

(1) Creation of X-PSRs:

(a) X-PSRs are established for For-Others/open allotment fund sites (e.g., MAFR C, MAFR E, etc.) in the IAPS Base Variable File.

(b) Even though base organizations receive funding directly from issuing office, purchase requests should be sent through the liaison office for recording commitment transactions. To the extent possible, have base/tenant organizations submit all commitment documents citing for-others appropriations (ADSN other than servicing OPLOC) that will be processed at the local contracting office to the FSO for input to IAPS.

(c) It is highly recommended that local contracting offices do not accept any commitment document without authorization, signature/initials of the FSO. This procedure is needed to avoid having the OPLOC contacting the FSO each time to

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determine proper lines of accounting and X-PSR when dealing with rejected BCAS transactions.

(d) It is imperative, that when creating X-PSRs, the MART file be reviewed to ensure all required data is input. See IAPS Training Guide, page 22 for input.

(2) For-Self PSR/FSR:

(a) Use BQ Address Directory, verify indicative data (OAC/OBAN, RC/CC, EEIC, etc.) from left to right.

(b) If not found, build address according to base FMA coding structure and guidance with assistance from the OPLOC Accounts Management and Recon division.

c. ANG/Rome Lab:

Same as FSO.

5. TASK - Commitment Processing - See IAPS and CPAS Training Guide.

Process all commitment documents no later than next duty day.

- AF Form 9
- AF Form 616
- DD Form 448
- AFSC 276, Administrative Commitment Document
- AFMC 36, Purchase Request
- AF 830
- AF 185
- AFSC 277, Reimbursable Order
- NAVCOMPT 2193
- NAVCOMPT 2276
- NAVCOMPT 2275
- DD Form 156
- AFLC 49, Administrative Commitment Document
- AFLC 181, Project Order
- AFLC 306, Purchase Request
- DD Form 282
- SF 364 Reports of Discrepancy
- SF 44 (If not funded via AF 616)
- MILSTRIP Requisition

★Under normal circumstances, input should be initiated through IAPS, not BQ. Certification of documents should not be accomplished until a valid DSR is obtained from BQ and annotated on retained copy. During periods of IAPS non-availability such as periods of base mergers, ensure AF Forms 9 are suspended for immediate input to IAPS once the system becomes available. For a consolidating base, new data base addresses (PSR/FSR) will be assigned, obtain a new address directory as soon as possible.

NOTE: (1) For processing commitments in CPAS see CPAS Users Manual and Tutorial. (2) Prior to FSO processing any FMS commitments they must ensure that the requisition or custom commitment document number is in SAMIS and Obligation Authority has been requested and approved through CMCS. (3) Requisitions from Special Operations will not be handled with normal source documentation and may require special handling.

★NOTE: Using procedures outlined under the Obligation Administration section for commitment of AF Forms 406 and other direct obligation documents is highly encouraged. The recording in IAPS provides for positive funds and document control, ensuring proper reservation of available funding.

a. OPLOC:

(1) ★The OPLOC will not directly post any obligations, contracts/contract modifications without a corresponding commitment document already recorded (except for those documents listed in paragraph (2) below). All obligation increases must be properly supported and approved by the FSO.

(2) Only exception at this time would be miscellaneous obligation documents, and other direct obligations.

(3) For any manually added obligations such as contract modifications the corresponding commitment is dropped (decommitted) at the time the obligation is recorded by Obligation Administration.

b. FSO:

(1) AF Form 9-Processing:

(a) IAPS:

1 Receive AF Form 9 from user.

2 Ensure accuracy of accounting classification.

3 Assign PSR/FSR by using address directory/PAPERVIEW inquiry. Create addresses as needed.

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4 Ensure AF Forms 9 received from Base Civil Engineering are processed using a Civil Engineer's Workorder Number (cost descriptor BW PSR) and reflect the work order number on the hard copy document when required. Refer to AFM 177-370 to determine which RC/CCs and EEICs require a work order number and BW PSR. Ensure work order numbers are included with IAPS input. This is an extremely important item to avoid rejects when receiving reports are processed. Remember the OPLOC does not have the PR to determine the proper work order number.

5 ★Ensure the AF Form 9 or AF Form 36, or other appropriate commitment document that have a Job Order Cost Accounting System (JOCAS) Job Order Numbers (JON) are included on documents and subsequently recorded either in IAPS or if appropriate as part of the BQ transaction. Fund certifiers must ensure a JON is provided during time of document certification.

6 Input into IAPS, await DSR and certify. (Use effective date for Qualified AF Forms 9.) Load advance planning PRs with an "X" in the FY-ADV-PLAN field and the effective date of YY1001 (where YY is the new FY),"YMMDD."

(b) Ensure X-PSR is created correctly and show all pertinent data elements.

(c) Request that FSO personnel receive and load all AF Forms 9 with appropriate X-PSR which cite other stations' funds in order to facilitate the BCAS interface process.

★NOTE: Accounting Classifications for the next fiscal year assignment of a PSR/FSR cannot be added until Year End conversion is complete.

1 ★Validate accounting classification update (commitment) using the BQ Daily Audit List (DAL). If transactions do not appear on the DAL request an IAPS BQ Transaction Status Report and locate the rejected "XC" transactions. Resolve funding shortfalls and reprocess transactions using the BQ Reject fix process from the Data Entry sub-menu (Option Q).

2 Send original AF Form 9 to Contracting.

3 Maintain duplicate AF Form 9 at Base Financial Services Office for three months after close of year-end. Do not forward copy to OPLOC.

(d) If commitments (AF Form 9) are received citing another station's funds, enter in IAPS if local contracting office will designate the OPLOC as the paying office. Close coordination is essential with local resource advisors in obtaining AF Forms 9 citing another station's funds.

(e) CPAS:

- 1 Receive AF Form 9 from user.
- 2 Ensure accuracy of accounting classification.
- 3 Certify Fund Availability after successful entry in CPAS.
- 4 AF Forms 9 received from Base Civil Engineering are certified and committed in CPAS by document number. No work order number is entered in CPAS.
- 5 Advance Planning PRs are loaded as Initiations only.

(2) AF Form 9 - Follow-up:

(a) Utilize the BCAS terminal as the main follow-up tool to research method to obtain status of outstanding purchase requests. The BCAS terminal should also be used to obtain PR numbers for contract modifications.

(b) An additional follow-up method is to utilize the Outstanding Purchase Request Follow-up Listing, IAPS optional product Option P, which should be sent to Contracting for validation.

(c) Maintain a suspense copy pending return of original list from Contracting (required action).

(d) Once follow-up list is returned from Contracting with status annotated, maintain file for proof of follow-up. If AF Form 9 is shown as not required, coordinate with resource advisor and decommit document.

(e) ★If a contract has been issued and obligations are still not recorded in IAPS obtain a copy of the contract and forward it to the OPLOC for immediate posting.

(f) Use Open PR Listing to determine if additional follow-up is required. Forward listing to Contracting for those PRs which require any additional follow-up. For CPAS, use the 2H2, Unobligated Commitment and Uncommitted Initiations product for follow-up.

(3) AF Form 9 - Reconciliation. Reconciliation of commitments is required quarterly. However, we recommend the following actions be accomplished monthly:

- (a) Run the Outstanding PR Listing.

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(b) ★ Validate hard copy AF Forms 9 to the Outstanding PR listing. For CPAS, use the 2H2, Unobligated Committed Initiations product for follow up.

(c) Validate hard copy commitment to the BQ system using ODL as an alternative to using the IAPS optional product. (Two different validations are not required)

(d) AF Forms 9 no longer in BQ or recorded in IAPS are pulled as contracts are awarded and filed by Form 9 number (Julian date and last four digits).

(e) AF Forms 9 in IAPS not in BQ:

- 1 Inquire BCAS or contact Contracting to determine status of PR.
- 2 Take appropriate action to record valid commitments or remove from IAPS.

(f) AF Forms 9 in BQ not in IAPS:

- 1 Inquire BCAS or contact Contracting and/or IAPS to determine if a contract is linked to the PR.
- 2 ★ Take appropriate action to record valid commitments in IAPS or decommit in BQ if the obligation is already recorded.

(g) In BQ and IAPS, no copy of Form 9:

- 1 Validate BCAS to ensure Form 9 is still open.
- 2 Take appropriate follow-up action.

(h) Perform Reconciliation of Advance Planning AF Forms 9 during the fourth quarter of Fiscal Year.

(i) Verify Reconciliation of Quarterly Qualified AF Forms 9 with FMA the week prior to the quarter that funds become available. (See AFR 170-13, paragraph 6.)

c. ANG/Rome Lab:

Same as FSO.

6. TASK - Fund Cite Authorizations (AF Form 616).

a. OPLOC:

Not applicable.

b. FSO:

(1) Fund Cite Authorization, AF Form 616 (Automated):

(a) Receive AF Form 616 from the user, recommend annual AF Forms 616, 1 Oct - XX Sep with funding provided each fiscal quarter or as additional funding is made available. This is required so the document number remains the same for the entire year and reduces work load. Also advise that a set numbering scheme be applied for specific types of AF Forms 616, i.e., the 500-600 series of form numbers be used only for IMPAC credit cards and the same number is issued the next FY just change the FY designation. This process helps with the reconciliation and identification of obligation documents.

(b) Check AF Form 616, Fund Cite Authority (FCA) for validity and accuracy and issue advice number. Upon initial processing of the FCA determine if the document will be maintained locally, load into IAPS using PSR address with PC code of "S"; or if the form will be sent to another installation that will result in by-others payments, load directly into BQ with PSR address with PC code of "G". See AF Form 616 manual procedures below.

(c) Assign advice number, i.e. SFYXX123, as follows:

- 1 Position 1 = S (locally maintained).
- 2 Position 2-3 = FY.
- 3 Position 4-5 = Site ID
- 4 Position 6-8 = sequential number.

(d) Load AF Form 616 into IAPS. (See IAPS Training Guide).

(e) Limit the number of accounting classifications on the AF Form 616 to as few as possible. OPLOCs will charge multiple accounting classifications when posting actual obligations from the accounting classification referenced on the obligating document.

(f) Include instructions on hard copy AF Form 616 that all resulting obligation documents must include the advice number. Copies of obligating documents should be forwarded to the FSO weekly. This is to include all IMPAC approving official statements.

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- (g) Certify AF Form 616 for fund availability.
- (h) Copy of AF Form 616 is maintained at base level only.
- (i) Weekly, receive obligating document from user.
- (j) Ensure AF Form 616 advice number is annotated on all obligating documents.
- (k) Submit obligating documents to OPLOC upon receipt.
- (l) Reconcile AF Forms 616:
 - 1 Recommend monthly reconciliation of AF Forms 616 (required no less than quarterly per AFR 177-13).
 - 2 Use IAPS AF Form 616 obligation reconciliation listing, IAPS optional product, Option S.
 - 3 ★Contact users to balance the reverse side of their AF Form 616 with IAPS optional product. Compare recipient's copy with IAPS automated list and correct any discrepancies and forward any missing obligation documents to the OPLOC.
 - 4 IAPS automatically adds deobligated amounts back to the AF Form 616, allowing this commitment balance to be available to the user. This is not in compliance with the regulation. However, since the system is automated and other organizations have automated (also adds back) AF Forms 616 balance tracking systems, we have chosen to have the user in all cases, add back the commitment amounts to their AF Forms 616. This add back will be done during the reconciliation process by a one line item entry on the user's AF Form 616.
 - 5 ★Assign the user a firm expiration date on the hard copy AF Form 616. Enter an expiration date in IAPS that is 10 days after the close-out to allow for mail time to the OPLOC for processing of calls. **WARNING: Tell users that IAPS will automatically drop out the AF Form 616 once it expires in the system. Obligations must be loaded before the AF Form 616 expires and drops from the system.**
 - 6 Establish special reconciliation procedures with local civil engineers to validate all CEMAS AF 616 balances.
- (m) Recommend all AF Forms 616 sent to other installations, not supported by the host OPLOC, have annotation that requests the OPLOC not be designated as the paying office. The resulting expenditures should be a transaction

for-others. If the AF 616 is sent to an installation supported by the same OPLOC consider the document as for-self and should be recorded in IAPS.

(2) Fund Cite Authorization, AF Form 616 (manual).

NOTE: The only reason manually maintained AF Forms 616 should be issued would be for those obligations that are created and paid By-Others. All other AF Forms 616 will be maintained in IAPS.

(a) ★Receive AF Form 616 from the user recommend annual AF Forms 616, 1 Oct - XX Sep with quarterly funding authority issued as changes to the basic document. Annual advice numbers reduce confusion and reduces workload.

(b) Check AF Form 616 for validity and accuracy and issue advice number.

1 Position 30-36 = H000000.

2 Position 37 = "G" (G for By-Others).

3 Position 38-39 = FY.

4 Position 40-41 = Site ID.

5 Position 42-44 = sequential number.

(c) Input to commitment directly into BQ using the Document ID as stated in b above.

(d) Include instructions on the form to direct the user that all obligation documents are to be sent back to the FSO and must include the advice number. Each obligation will be recorded on the retained AF 616 prior to submission to the OPLOC. This is necessary to determine unobligated balances.

(e) Certify AF Form 616 for fund availability.

(f) Copies of AF Form 616 will be maintained at base level only.

(g) Receive obligating documents from user as incurred, but not less than weekly. Annotates the obligation on the reverse of the AF Form 616.

(h) Submit obligating documents to OPLOC after annotation.

(i) Reconciliations of AF Forms 616:

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1 Recommend monthly reconciliation of AF Form 616, but not less than quarterly.

2 ★Reconcile FSO copy with requester's copy. Contact requester to provide the reverse side of the AF Form 616 and balance with FSO retained copy. Verify with ODL or PaperView to ensure obligations have actually been recorded. Correct discrepancies as required. Ensure obligations have been recorded, if not, provide copies of hard copy obligating documents or request corrections to obligations as appropriate.

(j) During the reconciliation process if commitment balances remain unobligated take action to obtain obligation documents from using organization or take appropriate action to withdraw funds as necessary, if evidence to obligate is not received from the organization.

(3) AF Form 616 recorded in CPAS:

(a) ★Receive AF Form 616 from the user. (Recommend annual AF Forms 616, 1 Oct - XX Sep with quarterly funding authority so the number remains the same for the entire year and reduces workload.)

(b) Check for validity, accuracy, and issue advice number certify fund availability, and record as a commitment using the advice number as the Secondary Document Number. The secondary document number is either 8 or 14 positions as described in AFMCM 177-417.

(c) Receive obligating document from the user as incurred, annotate obligation on the reverse of AF Form 616 for reconciliation process to be accomplished.

(d) Record obligation from above and forward obligation document package to OPLOC.

(e) Recommend monthly reconciliation on AF Form 616 (required no less than quarterly).

c. ANG/Rome Lab:

Same as FSO with the following exceptions:

(1) All resulting obligations will be posted to BQ.

(2) Delete paragraph b(2)(g).

(3) Paragraph (3) not applicable.

(4) Change paragraph b(1)(e) to read: Rome Labs will forward information copy of the AF Form 616 and obligation documents to OPLOC for reference.

7. TASK - Process MIPR (DD Form 448).

a. OPLOC:

Not applicable.

b. FSO:

(1) MIPRs to be certified by FSO:

(a) Receive DD Form 448 from outside organization and Determination and Finding Statement from requesting local organization.

(b) Since MIPRs will normally be related to By-Others processing, establish in BQ as a commitment, not in IAPS using PC code of G. Recommend that annotation on the MIPR state that the issuing base's OPLOC not be designated as the paying office.

(c) Recommend document Number be assigned and input as follows:

- 1 Position 38 = N.
- 2 Position 39-40 = Fiscal Year.
- 3 Position 41-42 = BQ Site Code.
- 4 Position 43-48 = Sequential Number.

NOTE: AFMC locations are to continue using their current numbering scheme, i.e. FY XXXX.

(d) Certify DD Form 448 for fund availability.

(e) Do not submit DD Form 448 to OPLOC at this time.

(f) Perform follow-up for Acceptance of MIPR (DD Form 448-2) at the 90 day point or sooner if experience dictates. At year end, for reimbursable MIPRs citing expiring appropriations, provide the amount for deobligation purposes to the requiring activity. The amount to be deobligated is the MIPR less valid obligations incurred to

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complete the order. This complies with Economy Act provisions. Issue an amended MIPR to withdraw any unobligated balances from the performing activity.

(g) Once DD Form 448-2 is received by the FSO, the following actions are accomplished:

1 Accepted as a reimbursable (Category I):

a Both DD Forms 448 and 448-2 are forwarded to OPLOC for obligation.

b Maintain a copy within FSO.

2 Accepted as direct cite (Category II). FSO maintains MIPR file until receipt of actual obligation documents. FSO continues to perform follow-up until all obligation documents are received. If excess funds remain on the MIPR, the organization must prepare an amendment to the MIPR (DD Form 448) to withdraw the excess funds. Once an Acceptance of MIPR (DD Form 448-2) is received for the withdrawal amendment, the MIPR will be closed out by the FSO. A copy of the decrease DD Form 448 and DD Form 448-2 will be sent to the OPLOC. Same procedures apply for increases.

NOTE: FSOs will not be responsible for performing acceptance of Military Interdepartmental Purchase Requests - only for follow-up for receipt of the DD 448-2. MIPRs accepted by the base assigned as the performing activity as reimbursable will be forwarded by the FSO to the Base Level FMA Office and the Accounts Receivable section at the OPLOC for processing into the base receivable program. For supply target loads, a copy of all MIPRs are retained to validate target loads and copies sent to the Accounts Receivable section at the OPLOC.

NOTE: Acceptance of MIPRs is made by the performing activity through the use of DD Form 448-2, Acceptance of MIPR, which is provided to the requiring activity. The requiring activity is responsible for getting acceptance from the performing activity and for follow-up as to MIPR status. Actual acceptance of MIPRs is not an FSO responsibility.

c. ANG/Rome Lab:

Same as FSO with the following exception:

(1) DD Forms 448 and 448-2 are not forwarded to OPLOC for obligation.

(2) Obligation process is performed at the local level. Ensure complete document identification is used i.e. complete contract number and ACRN.

8. TASK - MIPR DD Form 448 Recording in CPAS.

a. OPLOC:

Not applicable.

b. FSO:

(1) ★Receive DD Form 448 from local requesting organization with a Determination and Finding statement attached if applicable. Assign a document number.

(a) Position 1-6 Host base SRAN (main) FBxxxxx)

(b) Position 7 Fiscal Year (5)

(c) Position 8-10 Julian date (DDD)

(d) Position 11-13 sequence number

(2) Review for accuracy, certify for availability of funds, and record as a commitment in CPAS using the MIPR number as a Secondary Document Number in accordance with AFMCM 177-417.

(3) FSO will perform follow-up for Acceptance of MIPR (DD Form 448-2) at the 90 day point. At year end, for reimbursable MIPRs citing expiring appropriations, provide the amount for deobligation purposes to the requiring activity. The amount to be deobligated is the MIPR less valid obligations incurred to complete the order. This complies with Economy Act provisions.

(4) Once DD Form 448-2 is received by FSO, the following actions will be accomplished by the FSO:

(a) Accepted as a reimbursable (Category I).

1 Recorded as an obligation by the FSO and obligation document package forwarded to OPLOC.

2 Maintain a copy within FSO.

(b) Accepted as direct cite (Category II). FSO will maintain MIPR file until receipt of actual obligation documents. Upon receipt, FSO will record obligation in CPAS and forward obligation document package to OPLOC. FSO will continue to perform follow-up until all obligation documents are received. If excess funds are remaining on MIPR, the organization must prepare an amendment to the MIPR (DD Form 448) to withdraw the excess funds and FSO will make the appropriate adjustment to the status of funds in CPAS. Once an Acceptance of MIPR (DD Form 448-2) is received for the

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withdrawal amendment, MIPR will be closed out by the FSO. A copy of the decrease DD Form 448 and DD Form 448-2 will be sent to the OPLOC. Same procedures apply for increases.

c. ANG/Rome Lab:

Not applicable.

9. TASK-Project Orders.

a. OPLOC:

Process the same as reimbursement type MIPRs IAW AFR 170-2.

b. FSO:

Process the same as reimbursement type MIPRs IAW AFR 170-2.

c. ANG/Rome Lab:

Not applicable.

10. TASK - Base Activity Certification of Invoices.

a. OPLOC:

(1) If invoice is received that requires base level organization certification (primarily applies to not-to-exceed, progress payments, such as construction contracts), and

(a) The billing office on the contract mistakenly reflects the OPLOC.

1 Send to the base in the most expedient manner for certification.

2 Attach a locally developed instruction memorandum that advises the organization to contact contracting to modify the contract in order to change the billing office (where vendor mails the invoice) to their address on future invoices.

(b) The billing office on the contract reflects the base organization.

1 Return invoice to the vendor within 7 days.

2 Attach a locally developed instruction memorandum that advises the vendor of proper contract and invoice submission procedures. Information copy should be sent to the FSO and/or base organization to help preclude further problems.

(2) Work closely with the base FSO so invoices received incorrectly are brought to the attention of the user and contracting to avoid delays and possible interest penalties.

b. FSO:

(1) Ensure those invoices requiring base level certification (e.g., progress payments) are certified by applicable base level activity prior to forwarding to OPLOC for payment.

(2) Coordinate with base organizations and contracting to ensure all contracts are modified to preclude misrouting of invoices requiring base certification. Inform all parties that the failure to rectify this situation will result in possible payment delays and interest penalties. Also, remind base organizations to properly date stamp all invoices.

c. ANG/Rome Lab:

Same as FSO.

11. TASK - Perform Document Control.

a. OPLOC:

(1) Receive contract files from the Obligation Administration Section:

(a) File contracts by entire contract number (e.g., F0960995C1234) within team designated break-out.

(b) To control open contract files, use AF Form 614, "Pink Card", with folders pulled by technician.

(2) File miscellaneous documents (e.g., MORDs, MIPRs) by document number within the designated miscellaneous team on a daily basis.

(3) Within the Accounts Payable section, mail is sorted by team breakout with emphasis on identifying high dollar value invoices, discounts, and utilities, with other sub-sorts accomplished as locally determined.

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(4) All documents processed during the business day should be filed prior to close of business (e.g., contract files, invoices, receiving reports) Problem invoices should be provided to supervisor/team leader for resolution.

(5) ★Accounts Payable Branch returns unidentifiable/improper invoices to the vendor and maintains a log by vendor name, invoice number, dollar amount, date received and returned, and reason for invoice being returned. (See figure 7-3 for an example.) Another method of controlling returned invoices is to keep a copy of the letter that returned the invoice to the vendor.

(6) Accounts Payable Branch will prepare any Remit To address change letters and Express Mail/FAX service is used to forward the letter and invoice to base contracting for signature. Contracting will FAX signed letter to OPLOC. If FAX service is not available, contracting returns signed letters to FSO for Express Mail service back to OPLOC. A local suspense is maintained to ensure signed letter is returned to meet 7-day requirement for return of improper invoices to the vendor.

b. FSO: Assist OPLOC in setting invoice as necessary.

(1) Ensure Base Variable Receipt Follow-up Codes are loaded and file maintained for each installation out to the six-digit Cost Center to include the Resource Advisor's name. For those appropriations that do not have an RC/CC, build a two-digit code and maintain a manual listing of the follow-up codes.

(2) FSOs must ensure follow-up codes are loaded into the IAPS Base Variable File (see IAPS Training Guide page 24 for input) at the beginning of each fiscal year, and maintained/updated as changes to base coding structures are identified to FSO by FMA personnel. Receipt follow-up codes should be maintained at the six digit RC/CC level and include Resource Advisor's name. By initially establishing these six digit codes, it will eliminate the use of a two digit code during AF Form 9 commitment processing. By utilizing the six digit RC/CC as the follow-up code, workload will be reduced at both the FSO and OPLOC level and ensure involvement in obtaining receiving reports from the responsible base Resource Advisor.

(3) Print and send out automated receipt follow-up letters daily to base Resource Advisors and base supply receiving section. Consideration to sending out second and subsequent follow-ups must be given to mail times and processing delays at the OPLOC.

(4) Invoices Not Scheduled for Payment listing (TQ000079) is used daily together with the suspended copies of the request for receiving report letters to perform additional receiving report follow-up. This list will help identify discounts and identify invoices that could possibly have an interest penalty.

(5) Control Logs:

(a) Establish the following document control logs. (Composition of logs will be locally determined.):

- 1 FCAs AF Form 616.
- 2 MORDs AF Form 406.
- 3 MIPRs AF Form 448.
- 4 Project Orders.

(6) File commitment documents (e.g., MIPRs, AF Form 616s) by document number. Send MORDs to OPLOC (Obligation Administration Section) immediately.

(7) Documentation consolidation:

(a) Recommend that documents be reviewed to ensure completeness to preclude the OPLOC from receiving incomplete documents and additional delays in processing (i.e., full document/contract number, fund cite, required signatures).

(b) Express Mail documents to OPLOC daily. (Do not use transmittals.)

(8) Forward vendor invoices to the OPLOC vendor pay Data Entry section (DFAS-XX/FPD) for payment processing. To reduce the number of incorrectly mailed invoices develop a form letter to notify vendors of paying office address change.

(9) Certain invoices are required to be mailed to other than the OPLOC, i.e. contracting, for certification of receipt of services. Contracting is responsible for identifying and changing contracts that need a different "mail invoice to" added to the contract which is other than the supporting OPLOC.

12. TASK - Invoice Request Follow-up Letters.

a. OPLOC:

(1) Customer Service sends out automated request letters for invoices daily.

(2) Use the IAPS end-of day product TQ000020 (NTQRM0).

(a) If the form letter has the AF Form 821, Release from Contract Obligation, portion returned signed from vendor, Accounts Payable pulls the file, and deobligates the funds. The folder is then refilled in the canceled/closed contract file area.

(b) ★Ensure associates responsible for mail distribution are notified what the signed form letter is and that it should be provided to Data Entry.

b. FSO:

No action necessary.

c. ANG/Rome Lab:

No action necessary.

13. TASK - Receive IAPS Computer Products.(Customer Service).

a. OPLOC:

(1) Integrated Accounts Payable System (IAPS) End of Day Output Products (AFM 177-390 chapter 14).

(a) Request for Invoice:

1 Provides automated vendor follow-up letters for uninvoiced receipts for Services and Stock Fund.

2 Produced 60 days after receipt date.

3 Customer service mails to vendor daily.

(b) Payment Forecast:

1 Provides a listing of scheduled payments.

2 Used as a management tool to plan workload schedules according to upcoming payments and to assist with foreign currency procedures.

(c) Vouchers DOV'd without Check Number:

1 Provides a listing of payment vouchers that have been created by IAPS for which IPC has not posted a check number. Cash payments (e.g., imprest fund documents) require "cash" in the check number position. Otherwise, DOV number will show on this list.

2 Research these vouchers to determine if payment has been made and why the check number was not posted by IPC.

3 The check number is required by IAPS before the BQ (MAFR) and BKA payment transactions and related adjustment transactions can be created.

(d) Invoice Computation List - Provides necessary information to prepare manual payment vouchers should IAPS be inoperable for a period of time. Shows exactly how the payment was computed.

(e) Voucher Creation Error List:

1 ★Provides a list of vouchers that were not created during the voucher process because either the IPC exchange rate was not found for the MAFR date/currency code combination, the voucher number already existed in the database, or the vendor data is incomplete.

2 If the vendor name, address line 1, city, state, country code, or ZIP are blank, the voucher is listed on this report but is not created.

3 The duplicate voucher number condition results from an incorrect fiscal year designator in the Next Voucher Serial Number field on the Base Variable Disbursement Voucher Number screen.

4 Corrective action requires coordination with Disbursing Division (DFAS-XX/FD) and Accounts Management and Recon Branch (DFAS-XX/AOA) to correct the Next Voucher Serial Number field.

5 If an exchange rate is needed, request that the Disbursing division load the proper exchange rate for the next MAFR date.

(f) Voucher Control Log:

1 Provides a control log of all disbursement vouchers created by IAPS.

2 The log is sent to Disbursing Division (DFAS-XX/FD) with certified vouchers.

3 Used to account for all disbursement vouchers assigned for a fiscal year.

(g) DOV Register:

1 Provides detailed payment information supporting disbursement voucher(s) created by IAPS.

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2 ★Includes vendor name, Remit To information, ADSN, and a place for the check number. Also includes all monetary fields and requisition numbers.

3 Used as a voucher audit tool for certification and signature of automated vouchers.

(h) Consolidated Voucher Certification Sheet:

1 Produced by IAPS and will contain Paying Accounting and Finance office information, brief block, certification statement, and signature block.

2 ★Used to certify an entire batch of SF 1034 instead of individually signing each one. (An original must be sent with original SF 1034 to the Disbursing Division.)

(2) IAPS OPTIONAL PRODUCTS (AFM 177-390, chapter 15).

(a) Vendor/Contract Transaction History Report:

1 Allows user to select a transaction history report for a vendor or contract to determine specific changes made and who made changes.

2 Used to determine unexplained changes to vendor or contract information.

(b) Vendor Directory:

1 Allows user to request a vendor directory of all vendor codes.

2 Sorted two ways, by vendor name or by vendor code.

(c) Vendor/Indebtedness Directory - Allows user to request vendor/indebtedness directory of all vendors who have indebtedness records.

(d) Vendor/Contract Suspense List:

1 Allows user to request vendor/contract suspense list of all suspended vendors and contracts.

2 Should be reviewed periodically to ensure only valid vendors and contracts appear on this list.

3 Should also be used to ensure out-of-balance (status code "B") contracts are cleared.

4 Payments will not be computed or scheduled if a vendor or contract has a status code.

(e) Outstanding AF Form 616.

This option provides the user a list of all outstanding AF Forms 616 for services in the data base.

(f) Dormant Obligation:

1 ★Dormant obligation letters are created when an obligation has had no action for 75 days and will reflect addresses as shown in the IAPS Base Variable File receipt follow-up section. Future system change will increase the days from 75 to 120 per requirement changes.

2 Research list to ensure letters do not reflect improperly input transactions or other possible input errors. Make corrections and purge list of respective letters.

3 ★Provide valid letters to the FSO for distribution to base resource advisors.

4 FSO will forward all documents to the OPLOC for processing (e.g. receiving reports).

NOTE: This report has to be purged before the base should have to research anything. The list should always go to the FSO to suspense, control and provide proper support to their own customers.

(g) Over Received Follow-up to Supply.

This is a record of all received not billed details for stock fund contract that have a quantity received greater than the quantity ordered.

(3) OTHER IAPS PROCESSES (AFM 177-390, chapter 21).

(a) Database Purge:

1 Used to free up disk file space.

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2 ★DO NOT RUN database archive/purge prior to the Prompt Payment Act information list being produced. Also, Operation Mongoose should be run prior to the archive/purge process which is normally done quarterly.

3 ★This process deletes vendor, contract, payment, and associated transaction history records of contracts that are complete. This process also archives the information onto back-up reels for future retrievals.

4 Outputs from purge process can be used as research tools for both stock fund and services:

Archive/Purge Contract Number List
Inactive Vendor Status/Purge Report
Vendor Directory Purge
Purge Statistics
Record Errors - Records not Purged
Purged Contracts with Linked AF Forms 616

Utilize the above products to find contracts which are no longer active in IAPS to answer vendor inquiries.

5 ★Customer inquiries will be researched by utilizing various BQ/Supply products such as ODL, M37, A-D035J-102-MO-L39, etc. maintained in a central file location.

b. FSO:

(1) Integrated Accounts Payable System (IAPS) End of Day Output Products (AFM 177-390, chapter 14).

(a) Request for Receiving Reports (TQ000022). Listing shows Billed Not Received (BNR) follow-up to supply for receiving report, BNR/PNR follow-up to user.

1 Provides follow-up letters to applicable organization for items that are billed/paid not received for both services and stock fund contracts automatically through IAPS End-of-Day programs.

2 Produced during the first end-of-day process after an invoice is entered into IAPS and no receiving report exists.

3 Additional letters are produced every 5 days for services and every 7 days for stock fund.

4 FSO will be responsible for printing and distributing letters daily.

5 Follow-up for base supply or MEDLOG receiving reports is primarily an OPLOC function, however, the letters requesting receiving reports need to be sent when produced.

(b) Invoices Not Scheduled for Payment (TQ000079):

1 Provides a list of all invoices not scheduled for payment by site code.

2 Accounting Liaison must monitor and effectively works the report daily to ensure receipt of receiving reports to minimize interest penalties.

3 Invoices reflecting a discount require priority processing in order to earn effective discounts.

4 Listing needs to be worked in conjunction with the receiving report request letters to ensure action is taken by receiving activities.

(c) Advance Notice of Expiring AF Form 616 (TQ000051)

1 This report provides the user advance warning of any AF Form 616 expiring within the next 7 days.

2 Contact recipient and ensure all obligations will be received prior to the close-out of the AF Form 616.

3 Annotate the listing with the date and person contacted.

4 Destroy the list after the AF Form 616 is closed out and reconciled.

(d) Overobligated AF Form 616 (TQ000063)

1 This report provides the user a list of overobligated AF Forms 616.

2 Contact recipient and request they initiate an increase to the AF Form 616.

3 Annotate the list with the date and person contacted.

4 Suspense pending an increase to the AF Form 616.

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(2) IAPS OPTIONAL PRODUCTS (AFM 177-390, chapter 15).

(a) AF Form 616 Obligation Recon List (TQ000052)

1 This option provides the user a reconciliation listing of all obligations against an AF Form 616. It has the total AF Form 616 amount, all calls entered, call amounts and an ending balance. After reconciliation, this report should be attached to the retained copy of the AF Form 616.

2 Use listing during the reconciliation and/or close-out process with the holder of the AF 616.

3 If obligation documents are not reflected on the listing and a reasonable amount of time has elapsed since documents were sent, request copies from the AF 616 holder and re-send obligations, clearly annotating the package that these are past-due obligations, post as soon as possible.

(b) Outstanding PR Listing(TQ000047)

1 This report lists all outstanding PRs (AF Forms 9) that have no contracts yet recorded in IAPS. List should be sent to the contracting office for follow-up. Contracting should annotate the purchase order number and/or modification number of obligation.

2 Maintain a suspense copy pending return of original from Contracting.

3 Recommend using the BCAS Wang inquiry terminal to assist in follow-up process. Recommend that follow-up be performed on open purchase requests over 30 days old. More aggressive actions should be taken on older commitments.

(c) ★Advance Planning PR List (TQ000050):

This report lists all advance planning services PRs (AF Form 9) in the system scheduled to be certified in the new fiscal year.

(d) ★Qualified Certification PR List (TQ000049):

This report lists all qualified certification PRs in the system scheduled to be certified in the new fiscal quarter. List should be produced just prior to the end of a quarter to ensure PRs are identified as funding is made available.

(e) ★Active PSR Data Element List (TQ000045). This option provides a directory, by PSR, of all addresses contained in the PSR Variable File. It should be used to obtain the address assigned for open allotment and For-Others appropriations (X-PSR).

(f) ★BQ Transaction Status (TQ000046):

This option provides a list of all BQ transactions produced by IAPS. It is in four parts with each part divided into For-Self and miscellaneous transactions. The part applicable for FSO use is the For Self Rejected transactions. This report should be run to identify any rejected commitment transactions that require re-processing. NOTE: This should be done daily to keep rejects cleaned up.

(g) ★Receipt Follow-up Address Directory (TQ000053).

★This option provides a list of all receipt follow-up addresses established in the Receipt Follow-up Variable File. It is used to determine the proper follow-up code. Special codes are assigned when using appropriations that do not have an OAC/OBAN and RC/CC.

c. ANG/Rome Lab:

Same as FSO.

14. ★TASK - Vendor Debt Files (AFM 177-390, chapter 9, paragraph 9.3.3).

a. OPLOC:

(1) Set up vendor debt files by entire contract number in alphabetical order by vendor name.

(2) Pass debts to data entry for input into IAPS using vendor indebtedness procedures.

b. FSO:

Not applicable.

c. ANG/Rome Lab:

Not applicable.

15. TASK - Perform End-of-Day Processing.

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NOTE: (Option D on the Master Menu). (Reference: AFM 177-390, volume III, chapter 14).

Customer Service is responsible for scheduling the IAPS End-of-Day. This responsibility involves the close coordination between the Systems Administration Division (DFAS-XX/AS) and the Disbursing Division (DFAS-XX/FD as well as the rest of the Vendor Pay staff). Establish a daily cut-off time so FSO/ANG offices are aware of the time IAPS will not be available

a. OPLOC:

(1) Establish a standard time frame that the IAPS EOD processing will be started each day. Any deviation must be communicated to all Vendor Pay personnel.

(a) Ensure that cut off time of all IAPS automated and IAPS manual voucher processing is coordinated with all applicable branches and time provided to FSOs.

(b) ★Establish/Coordinate MAFR date, voucher pull through date, and next IAPS date with Disbursing and other branches within Vendor Pay. Add the certifying officials to the base variable file, Disbursement Voucher Number Screen, using last name to allow for multiple names to be entered,. If the number of certifying officials is too numerous to fit in the space provided, obtain rubber stamps for all certifying officers. Retained voucher copy needs only to be stamped, no signature required.

(c) Start EOD. Follow procedures outlined in the reference above.

(2) ★Refer to IAPS training guide pages 120-124 for additional information. Once the selection for EOD processing is made, all on-line processing is terminated. Ensure notification is given to other Vendor Pay Branches prior to starting EOD.

b. FSO:

(1) Notify OPLOC if additional computer time is required beyond normal duty hours and after established daily cut-off times.

(2) On a typical business day establish a standard time for "normal duty hours."

c. ANG/Rome Lab:

Same as FSO.

16. TASK - Manual Voucher Print Processing.

NOTE: Option C on the Master Menu; then Option G on the Payment Processing Menu (reference AFM 177-390 volume III, chapter 18).

This is the process for creating manual vouchers through IAPS. It is not intended to replace normal IAPS processing. The manual voucher process can be run on line, but care must be taken to ensure that once the process starts, it finishes, since the IAPS EOD should not be started while it is running.

a. OPLOC:

(1) Running Manual voucher print:

(a) Customer Service determines the assignment of MAFR date and pull through date required for the vouchers. Customer Service coordinates with Systems for print of vouchers and products. The voucher MAFR date should be the same as the automated vouchers date. Warning: At no time should the MAFR date on your manual vouchers exceed the MAFR date on the current day EOD.

(b) Start manual voucher print process. Follow procedures outlined in AFM 177-390, volume III, chapter 18.

(c) If run at the end of the duty day, ensure that enough time is allowed for the manual voucher print process to finish before attempting to start the IAPS EOD.

(d) ★See IAPS Training Guide, pages 149-150, for additional request procedures. If technicians are processing on the manual voucher screen, they will be logged off for a short period of time until the program is completed.

b. FSO:

Not applicable.

c. ANG/Rome Lab:

Not applicable.